

ABSTRACT OF THE DISCLOSURE

A service information portal (SIP) and associated methodology for providing customer-based management information of networked computing environments for Internet service providers (ISPs), outsourcers, and enterprise service providers ("service providers").

5 The invention enables such service providers to provide the network administrators/users/ customers/network managers/network operators ("network administrators") they serve with flexible, extensible, tailored, in-depth views of hosted computing environments in an intuitive graphical format. Generally, the invention extracts from relevant computing environment entities specified information for

10 managing the outsourced computing environment. The specified information is presented on a customized display for consideration and interaction by the network administrator. Specifically, aspects of the invention include a database of executable portal view profiles each designed for and/or by a particular network administrator. Each such portal view profile references one or more portal data miner modules included in a library of such modules.

15 When a portal view profile is invoked, the referenced data miner modules are executed to access hardware and/or software entities in the computing environment for information that is displayed to assist a network administrator manage the outsourced computing environment.